

Fig. 1

Find Requests - Microsoft Internet Explorer

File Edit View Favorites Tools Help Address Technical-Support&rdpdown&id=100&refid=0&page=showmatchingquestions

Back Forward Stop Search Favorites History

**TePeople**

Find Requests 44 43 Never Refresh FIND REQUESTS

Provider Pool: General Technical Support 42

Category: General Technical Support 41

Operating System: <All Operating Systems> 42 OS Version: <All Versions> 43 Price is at least: \$0.00 ☐ FastTrack only

Type of Provider: <All> 41 Priority: <All> 46 Submitted With: <All> 48 Overdue/On Hold: <All> 47 Sort by: User On/Offline 47 Descending 47

☐ Make window active each time a request is found

Right-click this link and select 'Add to Favorites' (Internet Explorer) or 'Add Bookmark' (Netscape) to save these search options

Submitter	Request	Actions
Yusuf@timecapsule	TGF error Q2	FastTrack
New	E-mail AOL OS: Microsoft Windows - Windows 9x	1 day, 51 min
Yusuf@timecapsule	holiday M email Q3	No Bids
New	E-mail AOL OS: Microsoft Windows - Windows 9x	1 day, 2 hrs, 54 min
mwang@q	AP2240 not import	FastTrack
New	Operating System: Not Listed OS: None	1 day, 2 hrs, 34 min
alex@xerox	MP Collaboration Test	FastTrack
New	Computer Virus - All Windows OS: Microsoft Windows - Windows 9x	2 hrs, 43 min
Nov15	Test Port	FastTrack
New	Operating System: Not Listed OS: None	19 hrs, 10 min
deris.lavergne	Web Attachment	FastTrack
New	Web Browser: Not Listed OS: None	16 hrs, 34 min
deris.lavergne	No title specified	FastTrack
New	Web Browser: Not Listed OS: None	18 hrs, 22 min
tchkanov+sporuser1	Bad News	No Bids
trial@adsl	E-mail Eudora OS: Microsoft Windows - Windows NT	4 hrs, 11 min
tchkanov+user3	Test flow	No Bids
New	E-mail Eudora OS: Microsoft Windows - Windows NT	2 hrs, 10 min

Fig. 1a

FOOTNOTES

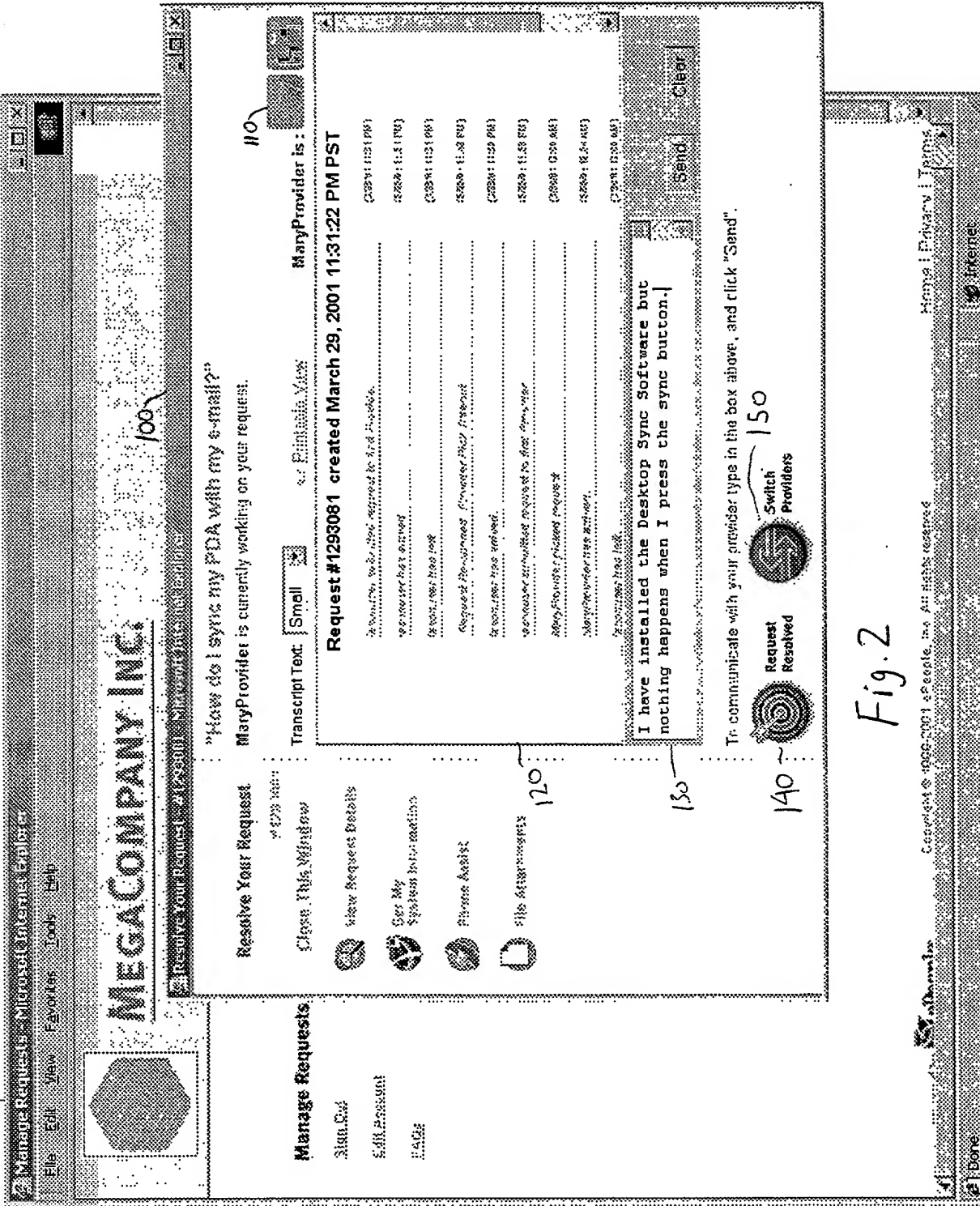


Fig. 2



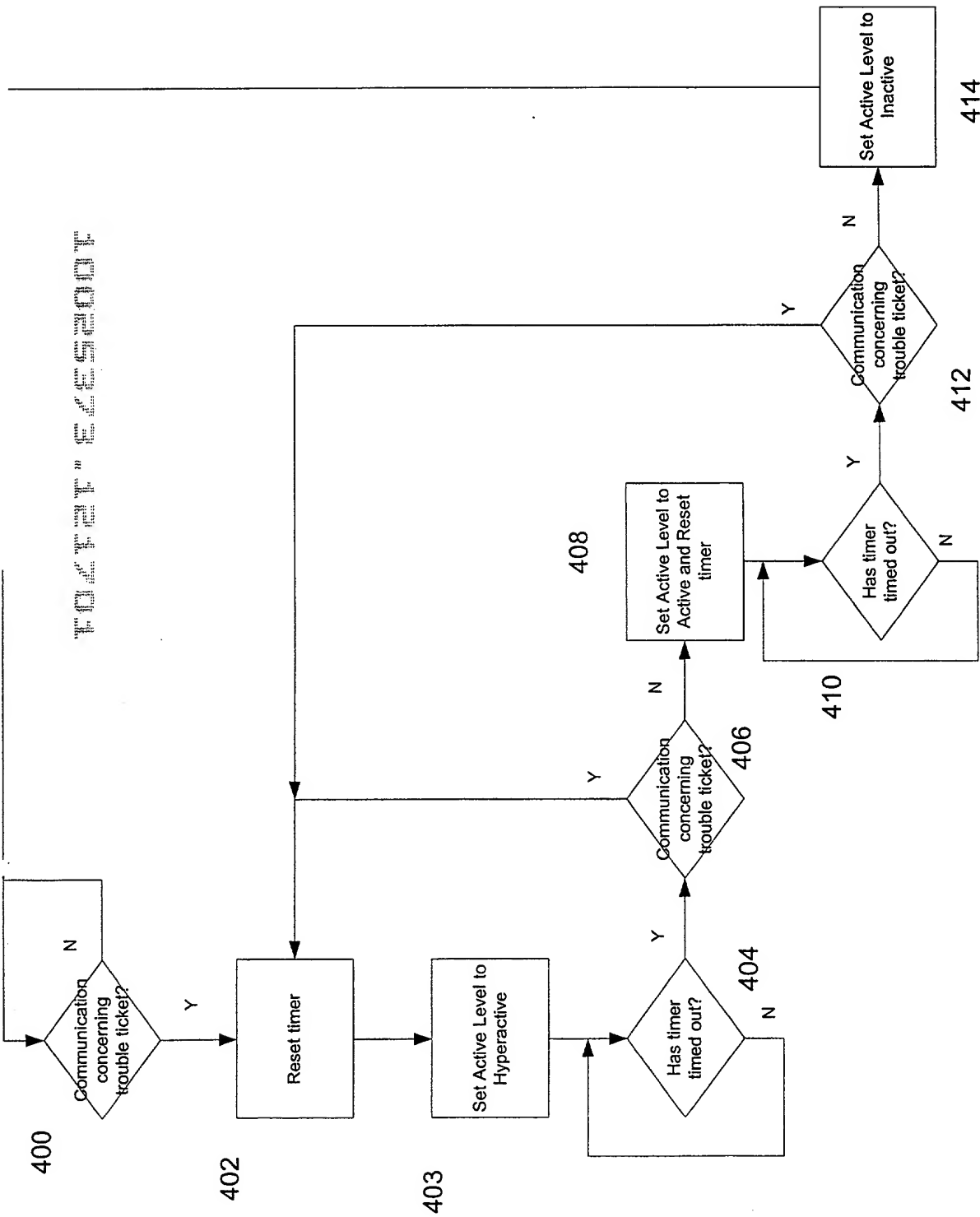


Fig. 4

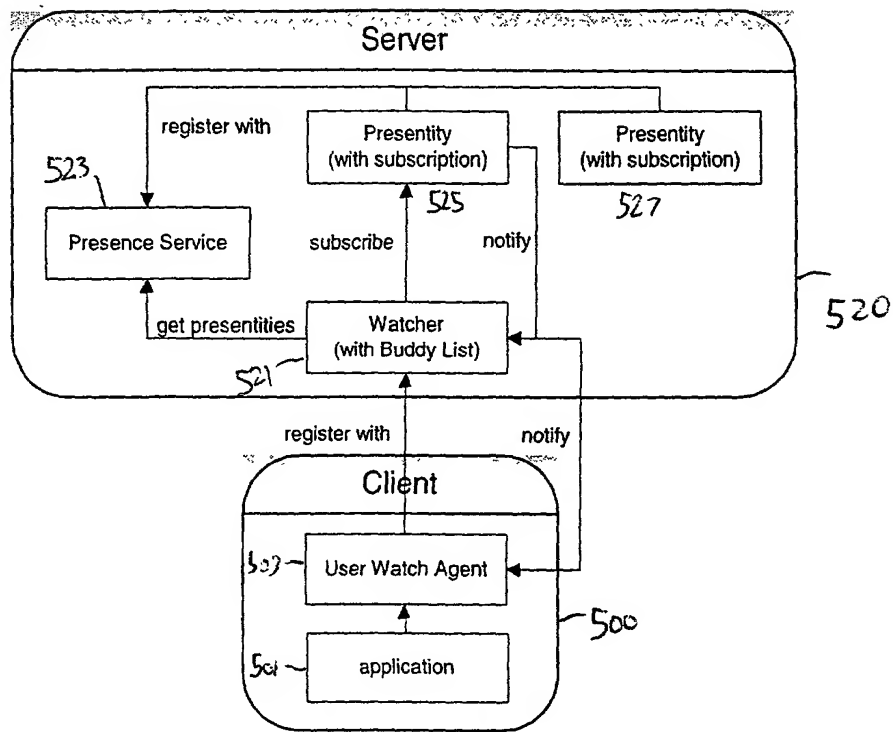


Fig. 5

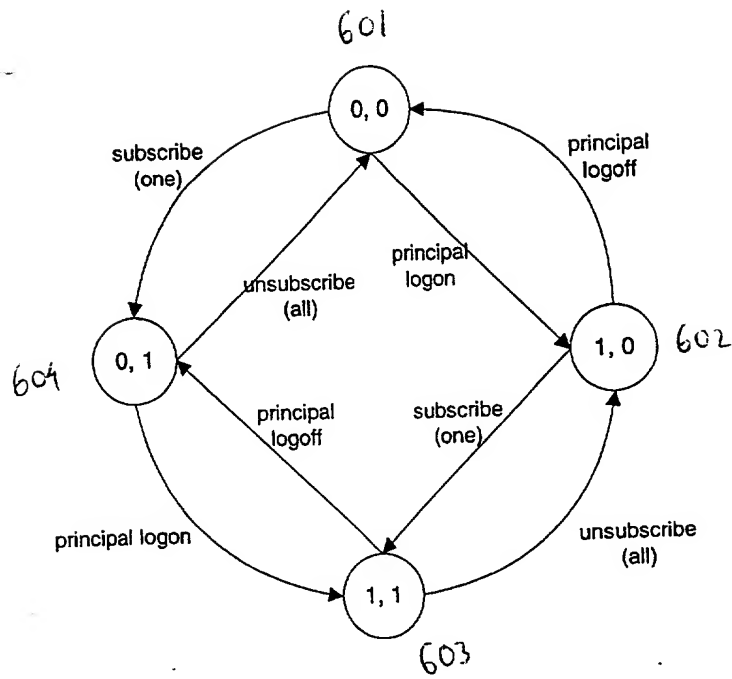


Fig. 6

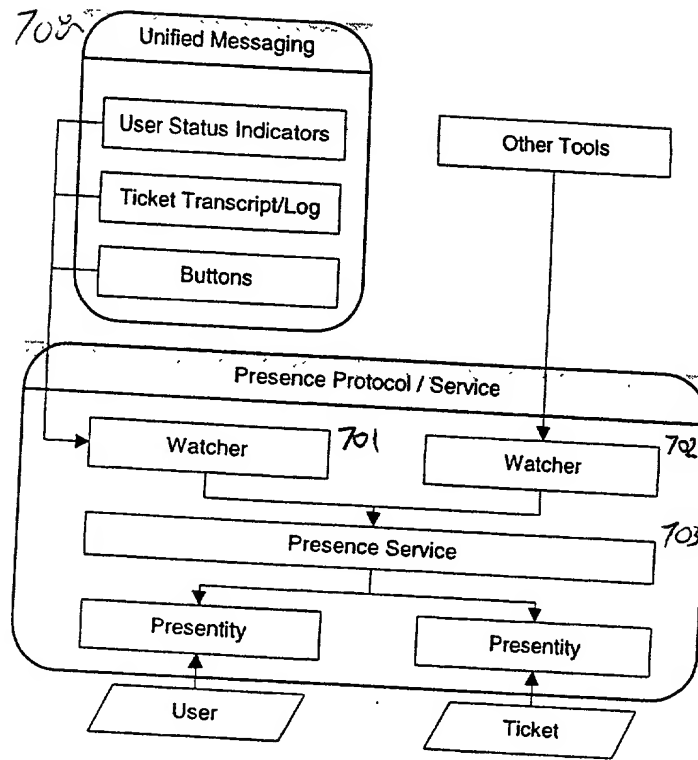





Fig. 7



Legend:  Java  
 JSP  
 JavaScript

1. status
2. transcript
3. message entry
4. ticket buttons
5. tool buttons
6. communication frame - JSP(server)
7. communication frame - JavaScript(client browser)

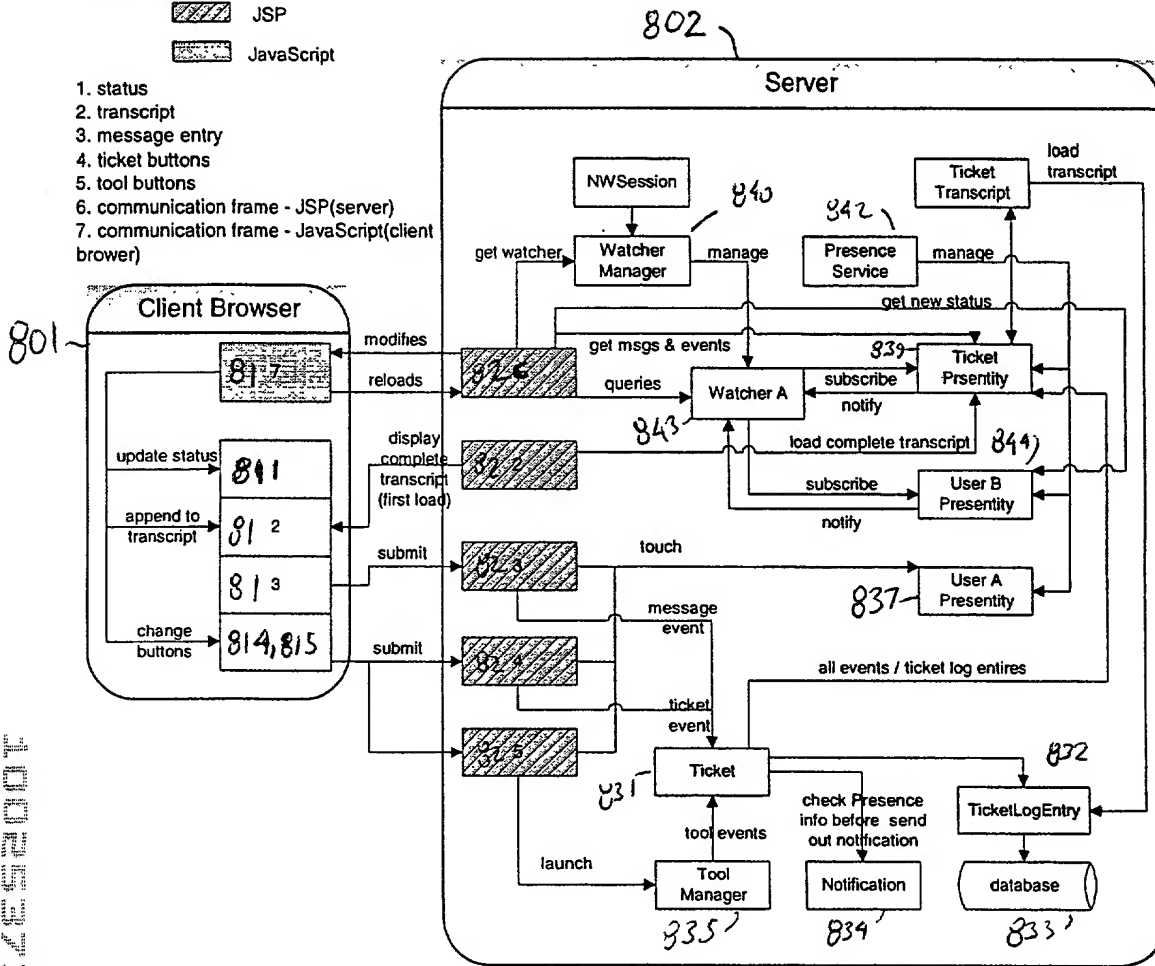


Fig. 8

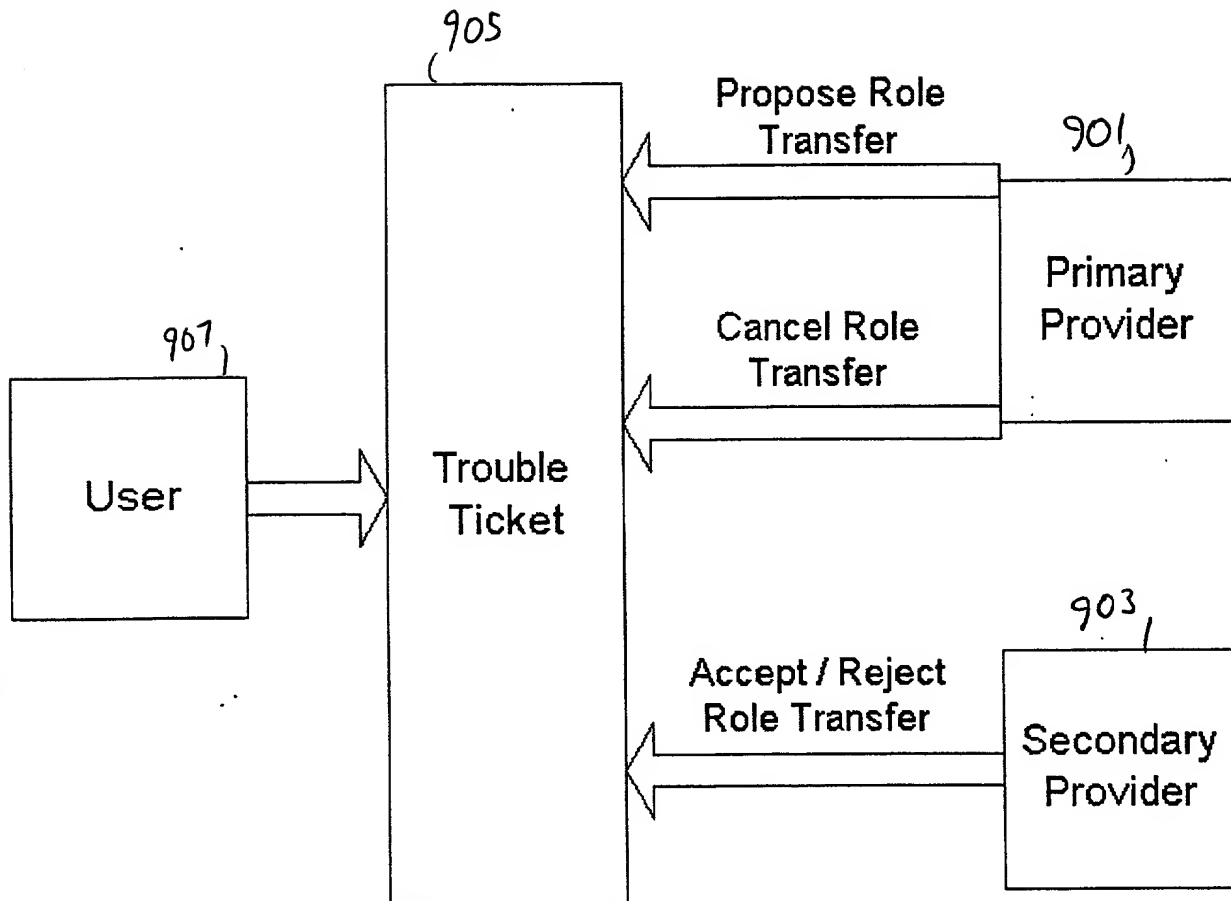


Fig. 8a

Resolve This Request - #1297928 - Microsoft Internet Explorer

Address: http://megapade.epeople.com/Viewquestion?techview=1&popup=1&question=1297928&efid=0&viewid=22344&serviceid=463760

Resolve This Request

View Request Details

Attachments

Submitted By: TechRIs

Assigned To: realtechna

Request #1297934 created November 27, 2001 3:05:41 PM PST

Support Catalog  
Databases  
Operating System  
UNIX - (Over 256 MB RAM)  
Description:  
I need help converting an existing database from single-byte to double-byte. How do I convert the data?

Request was submitted to first provider who will resolve it \$75.00 (11/27/01 3:05 PM)

realtechna picked the request (11/27/01 3:22 PM)

realtechna requested collaboration (11/27/01 3:23 PM)

For Providers Only

Send Clear

Respond to this Collaboration Request

Accept

The primary Provider needs assistance  
Click the "Accept" button to collaborate on this request.

Opening page http://megapade.epeople.com/Viewquestion?techview=1&popup=1&question=1297928

Fig. 9

Fig. 10a



## Routing Rule

[Tool Home](#) ▶ [Service Networks](#) ▶ [Service Profile Detail](#) ▶ [Routing Rule Detail](#)

### Routing Rule: Test Acorn All #3579 (Enabled)

[Edit Routing Rule](#)

Request Classification	Settings
Category Level 1 <i>don't care</i>	Budgeted Cost \$33.00
Category Level 2 <i>don't care</i>	Hours of Operation <i>not specified</i>
Category Level 3 <i>don't care</i>	Upfront Charge no
OS <i>don't care</i>	
OS Version <i>don't care</i>	
Language <i>don't care</i>	
On Site <i>don't care</i>	
Priority <i>don't care</i>	

#### Tier 1

Multi-Provider Service Contract #2559; Collaboration: 1005182886442,  
Fixed Price  
Tier 1 Service Contract 0; Collaboration: 1005182886442, Fixed Price,  
Individual Payer  
[Edit Service Contract](#)

Status	Enabled
Pricing Scheme	Paid by Individual (Credit Card) Fixed price: \$33.00 Expected Cost: \$33.00
Group Receiving Payment	<u>Test Acorn Inc.</u>
Payment Entry Timer	10 min
Payment Verify Timer	20 min
Answer Accept Timer Init	20 min
Answer Accept Timer Retry	20 min
Expected Resolution Time	30 min, Target Percentage: 80%
Expected Rating	4 stars, Target Percentage: 80%
System Info	yes
Phone Call	no
Desktop Sharing	yes — 911
Primary Role Transferable	yes — 912
Allow Private Dialog	yes
Allow Private Attachments	yes

Provider 1: Sub Contract #2560 - Initial Primary  
"Primary: Basic 1005182886533"  
Primary: Basic 1005182886533  
[Edit Service Contract](#)

Sub Contract Display Name Acorn Front Row 1

Fig. 106

Provider Pool Test Acorn Front Row  
 Can Be Primary yes  
 Matching Model Provider Picks  
 Matching Timer 20 min  
 Expected Response Time 10 min, Target Percentage: 70%  
 New Request Alert yes

**Provider 2: Sub Contract #2561 - Invariable Secondary**

"Secondary: Basic 1005182886721"

Secondary: Basic 1005182886721

[Edit Service Contract](#)

Sub Contract Display Name Acorn Front Row 2

Provider Pool Test Acorn Front Row  
 Can Be Primary yes — 915  
 Matching Model Provider Picks  
 Matching Timer 20 min  
 Expected Response Time 20 min, Target Percentage: 70%  
 New Request Alert yes

**Provider 3: Sub Contract #2562 - Invariable Secondary**

"Secondary: Basic 1005182886935"

Secondary: Basic 1005182886935

[Edit Service Contract](#)

Sub Contract Display Name Acorn Front Row 3

Provider Pool Test Acorn Front Row  
 Can Be Primary yes  
 Matching Model Provider Picks  
 Matching Timer none specified - using default of 1 day  
 Expected Response Time none specified  
 New Request Alert yes

**Provider 4: Cross Network Sub Contract #2563 - Invariable Secondary**

"Secondary: Cross Network 1005182887121"

Secondary: Cross Network 1005182887121

[Edit Service Contract](#)

Sub Contract Display Name MegaSoft 1

Cross Network Routing Rule [Test Megasoft X Network](#)  
 Can Be Primary no

**Provider 5: Cross Network Sub Contract #2564 - Invariable Secondary**

"Secondary: Cross Network 1005182887300"

Secondary: Cross Network 1005182887300

[Edit Service Contract](#)

Sub Contract Display Name Megasoft 2

Cross Network Routing Rule [Test Megasoft X Network](#)  
 Can Be Primary no

If you wish to update this routing rule to apply to new tickets, you may activate a new routing rule so that this one can continue to be used for existing tickets. Click the "Update and Save As New Routing Rule" button to pre-fill the Create Routing Rule page with data from this routing rule.

Update and Save As New Routing Rule

Disable Routing Rule

Fig. 10c

TOP SECRET

Edit Service Contract - Microsoft Internet Explorer

File Edit View Favorites Tools Help

Back Forward Stop Search History

Address http://qa.epeople.com/siteadmin/serviceprofile/editServiceContract.jsp?matrixbackId=3579&refId=0&serviceContractId=2559

ePeople

Edit Service Contract

[Tool Home](#)
[Service Networks](#)
[Service Profile Detail](#)
[Rolling Rule Detail](#)
[Edit Service Contract](#)

Tier 1 Service Contract 2559: Collaboration: 1005182886442, Fixed Price

Service Contract Name

Collaboration: 1005182886442, Fixed Price

Description

Tier 1 Service Contract 0: Collaboration: 1005182886442

Tool Access Rules

☒ System Info  
☐ Phone Call  
☒ Desktop Sharing

For Reporting

433.00

Expected Cost

For reporting - to compare to actual cost of request incurred in unentitled case

Expected Rating

4 stars
Percentage of requests meeting benchmark: 80 %

Expected Resolution Time

30 minutes
Percentage of requests meeting benchmark: 80 %

Displayed to providers as anticipated requirements, and to compare to actual resolution time of requests and percentage of requests meeting expected resolution time.

Save Cancel

Done Internet

Fig. 10d